

# REPLACING THE JRE DIRECTORY

In DashBoard v9.10.1 and v9.10.2, the JRE version included (8u411-b02) does not execute websocket callbacks. This can lead to issues such as being unable to load and/or save when using the Layout Editor in DashBoard. Replacing the JRE with the version used in the previous DashBoard release (8u392-b08) fixes this and allows websocket callbacks to be executed properly.

For further details on the JDK bug causing this issue, visit: <u>https://bugs.openjdk.org/browse/JDK-8331765</u>

The anticipated bugfix release from Azul-Zulu is in October 2024. Until the next DashBoard release based on the bugfix, the following workaround is recommended. Please follow the appropriate steps below to replace the JRE directory within the DashBoard installation folder on a Windows, Linux, or Mac device.

## TO REPLACE THE JRE DIRECTORY ON WINDOWS

- 1. Ensure that **jre.zip** has been downloaded along with this PDF.
- 2. Open the DashBoard installation folder. It is located at "...\DashBoard".
- 3. Locate the existing jre folder. It is located at "...\DashBoard\jre".

→ This PC → Local Disk (C:) → DashBoard									
Name	Date modified	Туре	Size						
📙 chromium	6/28/2024 1:34 PM	File folder							
	6/28/2024 1:34 PM	File folder							
📙 dropins	6/28/2024 1:34 PM	File folder							
🔜 extra-install	6/28/2024 1:34 PM	File folder							
📙 features	6/28/2024 1:34 PM	File folder							
📙 help	6/28/2024 1:34 PM	File folder							
📙 images	6/28/2024 1:34 PM	File folder							
📙 jre	6/28/2024 1:34 PM	File folder							
<mark>p</mark> 2	6/28/2024 1:34 PM	File folder							

- 4. Delete the existing **jre** folder.
- 5. Extract **jre.zip** to the DashBoard installation folder. Once extracted, "...\DashBoard\jre" should be present once more.

C:\DashBoard\jre									
Name	Date modified	Туре	Size						
	6/28/2024 1:34 PM	File folder							
📑 lib	6/28/2024 1:34 PM	File folder							
ASSEMBLY_EXCEPTION	5/31/2024 11:12 AM	File	2 KB						
	5/31/2024 11:12 AM	File	19 KB						
THIRD_PARTY_README	5/31/2024 11:12 AM	File	157 KB						





### TO REPLACE THE JRE DIRECTORY ON LINUX

- 1. Ensure that **jre.zip** has been downloaded along with this PDF.
- 2. Open the DashBoard installation folder. It is located at ".../DashBoard".
- 3. Locate the existing jre folder. It is located at ".../DashBoard/jre".



- 4. Delete the existing **jre** folder.
- 5. Extract **jre.zip** to the DashBoard installation folder. Once extracted, ".../DashBoard/jre" should be present once more.



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## TO REPLACE THE JRE DIRECTORY ON MAC

- 1. Ensure that **jre.zip** has been downloaded along with this PDF.
- 2. Open the DashBoard installation folder. It is located at ".../DashBoard".
- Locate the existing jre folder. Note that it is not the initial jre folder within the DashBoard folder, but the jre folder nested within. It is located at ".../DashBoard/jre/Contents/Home/jre".

< > /Applications/DashBoard						0				
Name				Date Mo	dified					Kind
🗋 artifacts.xml										XML Document
> 🚞 configuration					2024 a					Folder
🖉 DashBoard				Today a					1B	
> 🛅 dropins				Today a						
epl-v10.html										HTML text
> 🚞 extra-install						at 10:4'	1 AM			Folder
> 🛅 features										
> 🚞 help				Sep 29,		at 10:4'	1 AM			
> 🚞 install				Today a						
🗸 🚞 jre				Today a						
🗸 🔲 Contents				Today a						
> 🚞 _CodeSignature						2:18 A				Folder
V 🚞 Home				Today a	t 11:09					
ASSEMBLY_EXCEPTION				Jul 9, 2	024 at	4:09 PI				Unix Exble File
DISCLAIMER				Jul 9, 2	024 at	4:11 PN	Λ		٢B	Unix Exble File
> 🚞 jre				Jul 9, 2	024 at	4:11 PN	٨			Folder
				Jul 9, 2		4:09 PI				Unix Exble File
OPENJFX_LICENSE				Jul 9, 2	024 at	4:11 PN				Unix Exble File
OPENJFX_THIRD_PARTY_README				Jul 9, 21				484		Unix Exble File
🗋 readme.txt				Jul 9, 2	024 at	4:11 PM		865 by	es	Plain Text
release				Jul 9, 2	024 at	4:09 PI		184 by		Unix Exble File
THIRD_PARTY_README				Jul 9, 2	024 at	4:11 PM				Unix Exble File
Welcome.html				Jul 9, 21		4:11 PM				HTML text
Info.plist				Jul 9, 2	024 at	4:11 PM				Property List
> MacOS					2024 a					Folder
license-beta.txt					2024 a	t 3:44 I	РМ			Plain Text
license-eclipse.txt										Plain Text
🔝 license-ross.txt					2024 a	t 3:44 I	PM			Plain Text
📕 Macintosh HD - Data > 🛅 Applications > 🛅 DashBoard > 🛅 jre > 🚞	Ho Ho	me > 🖿								

- 4. Delete the existing **jre** folder (located at ".../DashBoard/jre/Contents/Home/jre").
- 5. Extract **jre.zip** to the Home folder (DashBoard > jre > Contents > Home). Once extracted, ".../DashBoard/jre/Contents/Home/jre" should be present once more.

Applications/DashBoard/jre/Contents/Ho	≔ •	88 😑			) • Q Searc	h
				/Applications/DashBoard/jre/Contents/Home/jre		
Name				A Date Modified		Kind
ASSEMBLY_EXCEPTION bin bin license LICENSE THIRD_PARTY_README				Jul 9, 2024 at 4:09 PM Jul 12, 2024 at 2:18 AM Jul 12, 2024 at 2:18 AM Jul 12, 2024 at 4:09 PM Jul 9, 2024 at 4:11 PM	1 2 КВ И И 1 19 КВ 160 КВ	Unix Exble File Folder Folder Unix Exble File Unix Exble File
🧱 Macintosh HD - Data > 🔣 Applications > 🛅 DashBoard > 🛅 jre > 🛅		Home >	jre 🛛			







#### **GETTING HELP**

- Help documentation is available directly in DashBoard and can be found by navigating to the to menu, under Help > Help Contents. You can also download the guides in PDF format from the DashBoard product page on the <u>Ross Video website</u> under **Downloads**.
- Our 24-hour hotline service provides access to technical expertise around the clock. Aftersales service and technical support is provided directly by Ross Video personnel.
- During business hours (Eastern Standard Time), technical support personnel are available by telephone.
- After hours and on weekends, emergency technical support is available. A telephoneanswering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.
  - Technical Support: (+1) 613-652-4886
  - After Hours Emergency: (+1) 613-349-0006

